

WHAT IS CLAIMED IS:

1. A method of executing at least one native host command or application in a remote host computer over a communication link via a communication device, the method comprising:

5 providing a service agent computer having an interface coupled to the network to which a user has access via the communication device for receiving a customer command;

receiving the customer command at the service agent computer;
executing by the service agent computer at least one native host
command or application based on the customer command in the remote host
10 computer; and

transmitting data associated with the customer command from the remote host computer to the communication device via the network.

2. The method as recited in claim 1 wherein the communication device of the customer comprising at least one of a PC, wireless PDA, e-mail enabled phone, SMS, WAP and Instant Messaging device, including AOL, MSM, Yahoo, ICQ, and any combination of these.

3. The method as recited in claim 1, wherein the interface of the service agent computer is coupled to the network directly.

4. The method as recited in claim 1, wherein the interface of the service agent computer is a secure interface coupled to the network via a firewall.

5. The method as recited in claim 1, further comprising the step of providing an e-mail box computer having a respective interface which is coupled to

the communication device of the user via the network for receiving the customer command and further coupled to the service agent computer.

6. The method as recited in claim 5, further comprising the step of automatically handing over a stored customer command from the e-mail box computer to the service agent computer, thereby avoiding any delays during transmission of the customer requests via the network.

7. The method as recited in claim 5, further comprising the step of periodically probing the e-mail box computer by the service agent computer, the interface of the service agent computer being coupled to the network via a firewall.

8. The method as recited in claim 7, wherein an interval of probing is a user configurable parameter.

9. The method as recited in claim 6, wherein the e-mail box and service agent computers are located within the same firewall.

5 10. The method as recited in claim 1, wherein the customer command comprises at least one of a request for delivering stock quotes, locating business and home addresses and telephone numbers of businesses and persons, providing driving directions, performing a health check of a machine, tracking shipments and updating weather reports, and a combination of these.

11. The method as recited in claim 1, wherein the customer command can be expanded, the method further comprising the steps of preparing a short or long list

of services performed by the service agent computer and e-mailing the list to the user.

12. The method as recited in claim 10, further comprising the step of registering users.

13. The method as recited in claim 10, further comprising the step of allowing execution of a customer command seeking confidential data from the remote host computer after verifying that the user is registered, the remote host computer containing the confidential data being associated with personal workstations or with a corporate database which is located inside a firewall.

14. The method as recited in claim 13, further comprising the step of selectively fetching and sending e-mail stored on the personal workstation to a pre-configured e-mail address of the registered users.

15. The method as recited in claim 12, further comprising the steps of allowing the registered users to customize the customer command and of storing the customized customer command as a non-public list on the service agent computer.

16. The method as recited in claim 1, further comprising the step of storing a public list of publicly available services, whereby the service agent computer processes the customer command as to publicly available data regardless of whether the user is registered.

17. The method as recited in claim 16, further comprising the steps of determining whether the user is registered, determining whether the customer

command seeks publicly available data, and determining whether the registered user has a non-public list stored on the service agent computer.

18. The method as recited in claim 17, further comprising the step of saving the customer command of the registered user requesting data which is neither on the public list nor on the non-public list.

19. The method as recited in claim 1, further comprising the step of verifying the correctness of data received from the host computer before transmitting the received information to the user.

20. The method as recited in claim 1, further comprising the step of determining the communication channel of the communication device and transmitting information associated with the customer command to the user, the step of determining comprising determining of the communication channel is one of an HTTP, WAP, e-mail, an IM environment.

21. The method as recited in claim 20, further comprising the step of determining whether the user requesting execution of the customer command is associated with a multiplicity of users having different e-mail addresses which are stored on the service agent computer, the different e-mail addresses being stored as a pre-configured e-mail list, and transmitting a copy of the received information to each e-mail address on the list.

22. A system for allowing a user having a communication device to execute at least one native host command or application on a remote host computer over a communication link, the system comprising:

a service agent computer having an interface coupled to the network, the service
5 agent computer being configured so as to:

receive a customer command from the communication device on the
network;

based on the received customer command execute a native host
command or application on the remote host computer; and

10 transmit data associated with the customer command to the user via
the network.

23. The system as recited in claim 22, further comprising a e-mail box
computer having an interface coupled to the network and to the service agent
computer, the e-mail box computer being configured so as to perform an operation
comprising at least one of:

5 directly receiving the customer command,
storing the customer command,
handing over the customer command to the remote host computer, and
a combination thereof.

24. The system as recited in claim 23, wherein the service agent and e-
mail box computers are directly coupled to the network, the e-mail box computer
handing over the received information to the service agent computer without
substantial delay.

25. The system as recited in claim 23, wherein the service agent and e-
mail box computers are located behind the same firewall.

26. The system as recited in claim 22, wherein the service agent computer is located behind a firewall, the service agent computer probing the e-mail box computer located outside of the firewall to retrieve the stored customer command.

27. The system as recited in claim 26, wherein the service agent computer probes the e-mail box computer at periodic intervals, the service agent computer having software executing thereon for allowing the user to select an interval of probing.

28. The system as recited in claim 26, wherein the service agent computer has software executing therein for allowing the user to create a customized list of consumer commands or applications, the system further comprising a customization database coupled to the service agent computer and storing the customized list of consumer commands.

29. The system as recited in claim 22, wherein the service agent computer has software executing thereon for at least one of obtaining data related to stock quotes, locating business and home addresses and telephone numbers of businesses and persons, providing driving directions, performing a health check of a machine, tracking shipments and updating weather reports, and a combination of these.

30. The system as recited in claim 22, wherein the communication device has an e-mail capability and is selected from a two-way pager, PDA, cell-phones, PC, laptop and a combination thereof.

31. The system as recited in claim 22, wherein the network is the Internet.

32. The system as recited in claim 22, wherein the service agent computer has software executing thereon for registering users, the system further comprising a

user database storing a list of registered users and accessible by the service agent computer.

33. The system as recited in claim 32, wherein the service agent computer has software executing thereon for identifying the registered users and software for identifying at least one stored customized list of customer commands associated with the identified registered user.

34. The system as recited in claim 22, wherein the system further comprises a user list database storing a customizable list of users and accessible by the service agent computer upon receiving data from the remote host computer.

35. The system as recited in claim 34, wherein the service agent computer has software executing thereon for providing a copy of the received data to each of the users the stored customized list of users, and software executing on the service agent computer for using an e-mail transport protocol to send a respective copy to each e-mail address on the stored customized list of users.

36. The system as recited in claim 22, wherein the service agent computer allows the customer command to be transmitted behind a firewall protecting the remote host computer.

37. The system as recited in claim 22, wherein the service agent computer has software executing thereon for checking the functionality of a user server coupled to the network, retrieving an e-mail stored on a private workstation associated with the registered user, and a combination thereof in response to the customer command.

38. The system as recited in claim 37, wherein the service agent computer has software executing thereon for sequentially checking whether the customer command has been sent from a registered user or a non-registered user, the customer

5 command is on a private list or public list of information, and software for storing the customer command which is neither on the private list nor on the public list if the user filing the customer command is registered.

39. The system as recited in claim 38, wherein the service agent computer has software executing thereon for verifying data obtained from the remote host computer.

40. The system as recited in claim 39, wherein the service agent computer allows the obtained information to be delivered based on a type of communication channel employed by the user and comprising one of HTTP, WAP, e-mail, IM and SMS.

41. The system as recited in claim 23, wherein the communication device comprises one of a cell phone, PDA, pager, PC, Palm and Blackberry device.